

OCTOBER RECAP

2024 ISSUE



HIGHLIGHTS & ACHIEVEMENTS



As we wind down 2024, we're determined to finish strong. Last month, despite facing adversity in the wake of recent calamities, our team demonstrated unwavering resilience and support for one another. We're incredibly grateful to our dedicated staff and valued clients for their continued partnership.

We celebrated our team's hard work and achievements through fun events like our monthly Bash and annual Halloween party.

As we look ahead, we're excited to conclude the year with our biggest event yet: the DBOS Year-End Party. Stay tuned for more details!



Fund Raising Project: Typhoon Kristine Victims

The recent devastation caused by Typhoon Kristine has left countless Filipino families in dire straits, their homes destroyed and livelihoods shattered.

At DBOS, we believe in the power of compassion, kindness and the importance of community. As part of our commitment to corporate social responsibility, we're launching a fundraising initiative to support the victims of Typhoon Kristine.

Every dollar counts. Your generous donation, no matter the amount, will make a significant difference. To inspire your kindness, our CEO has pledged a personal donation of \$2000 to kickstart this initiative. And to date, the DBOS staff have generously contributed ₱11,000 towards this project.

Let's come together to rebuild lives and restore communities.

Your generous contribution will go a long way in providing:

- Food
- Clean Water
- Shelter
- Medical Supplies
- Rebuilding Efforts

You may send your donation via paypal.me/dbosau

[DONATE NOW](#)





DBOS CHAMPION Athennie Ubias

Athennie's strong work ethic and organizational skills enabled her to handle a demanding workload and maintain operational efficiency, even in the face of staffing changes.

Congratulations, Athennie!

Send your nominations to Nicole at hr@dbos.com.au

Special Kudos

Czyna Maniebo – NTI

Czyna has made significant contributions to our development team by meticulously reviewing and updating numerous schemes. Her keen eye for detail and strong understanding of business objectives have led to the identification of critical requirements, preventing potential issues down the line.



Theresa Oconer – CarCoop

Theresa is CarCoop's Agent of the Month for October! She exceeded expectations by achieving 80 full applications and 39 deliveries with a remarkable 48.75% conversion rate. Her consistent goal achievement has solidified her reputation as the G.O.A.T. among clients and colleagues alike.





Get ready to celebrate! You're invited to the biggest event of the year - the DBOS Year-End Party on Friday, December 6th, 2024.

Let's raise a glass to another successful year with your amazing DBOS teammates. It's going to be a night to remember!

Stay tuned! We'll be sending more details about the venue, time, and activities soon.

Have a question? Don't hesitate to reach out to Daphny (daphny.grumo@dbos.com.au) or Nicole (hr@dbos.com.au).

Looking forward to celebrating with you!



Team Alpha's New Workspace



We're excited to announce the completion of the new Alpha Team space at Unit 605!

This dedicated workspace is designed to bridge the gap between Alpha's offshore and onshore teams, enhance collaboration, boost productivity, create a sense of community and belonging, inspire creativity among team members and be more connected to Alpha's overall company culture and values.



IT TICKETS PROCESSED

High Priority Tickets:

100% of tickets responded to within 30 minutes

Medium Priority Tickets:

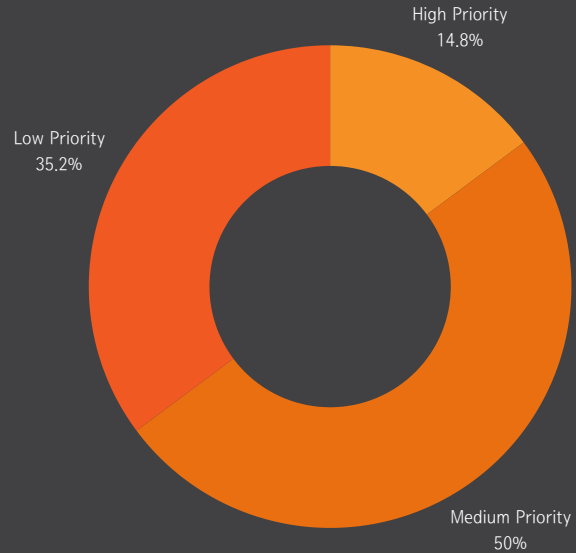
94% of tickets responded to within 1 hour

6% of tickets responded to within 2 hours

Low Priority Tickets:

90% of tickets responded to within 2 hours

10% of tickets responded to within 4 hours



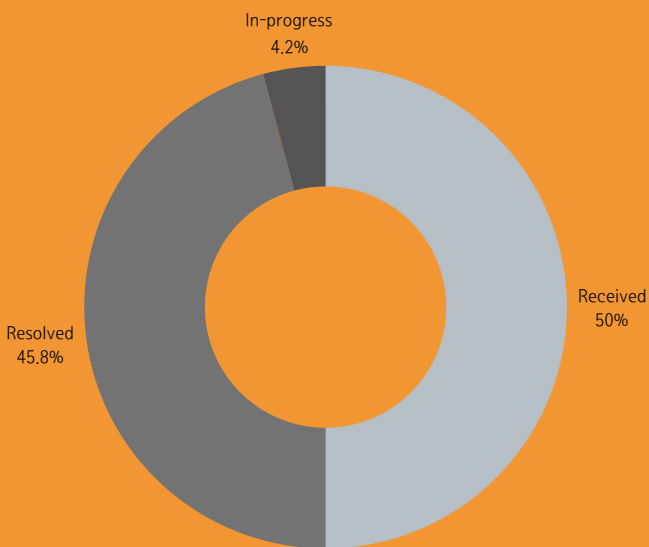
The most common High Priority Ticket resolved in September is about Email and Account Access and Permissions.

Need help? Contact our IT Team at it@dbos.com.au or raise a ticket at <http://dbos.com.ph/dbosticketing/upload/login.php>

Our HR Team resolve each ticket in an average of 2.7 hours.

The most common tickets resolved are: Certificate of Employment Request for Travel and Housing Loan Purposes.

Need help? Contact our HR Team at hr@dbos.com.au or raise a ticket at <http://dbos.com.ph/dbosticketing/upload/login.php>

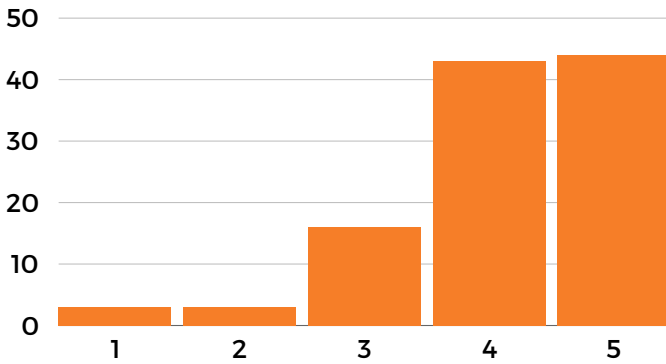




Overall, the employee survey results are still overwhelmingly positive. A majority of employees expressed high levels of motivation, job satisfaction, and commitment to DBOS. Key findings include:

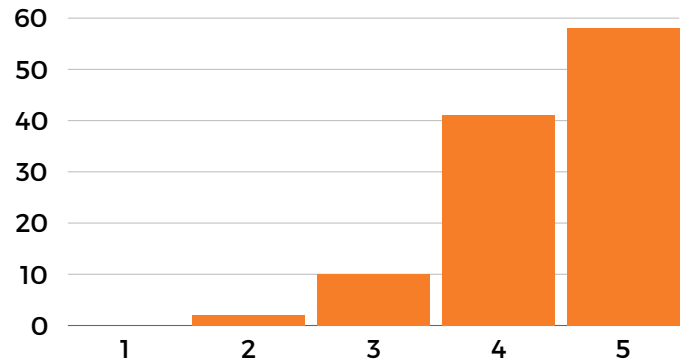
4.17

motivated and happy to report for work



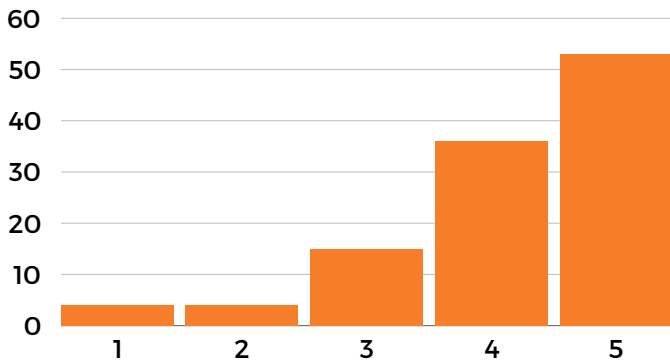
4.42

recommend DBOS as a great place to work



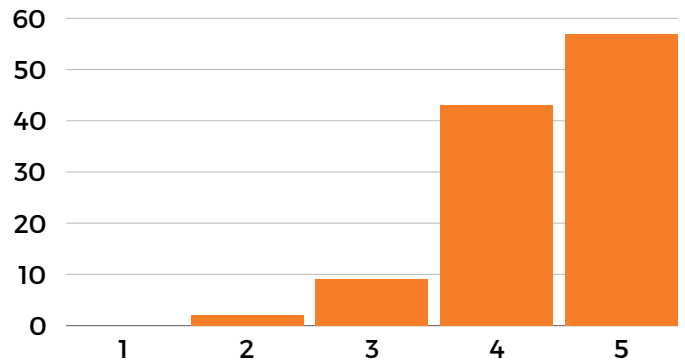
4.21

can see myself working for DBOS for another year or more



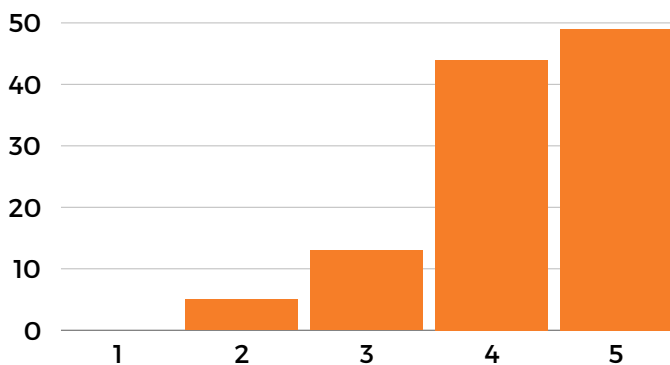
4.42

satisfied with DBOS' efforts and support



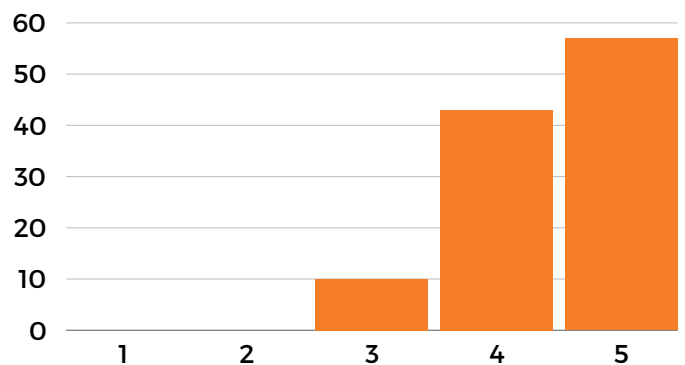
4.26

concerns or issues raised are actioned or supported in a timely manner



4.43

satisfied with the client's support and communication





Overwhelmingly positive feedback was received from clients, indicating high satisfaction with all aspects of our services. The majority of respondents expressed great contentment with the quality, timeliness, and overall value provided.

How satisfied are you with the ease of doing business with our company?



4.9

Would you recommend our services to a friend or an associate?



4.8

Pricing and Inclusions of our services & Billing and Invoicing



4.8

Individuals and Departments I interact with at DBOS are responsive in addressing my needs and concerns.



5.0

Staff's Performance



4.5

Staff's Commitment



4.9

Help us improve by taking a quick survey about your recent experience with DBOS. It only takes a few minutes to complete, and your honest feedback is crucial to us.

[START SURVEY](#)





A DAY OF PINK AND POSITIVE VIBES

The DBOS team embraced the spirit of Pink Day with a vibrant celebration, complete with engaging games, well-deserved recognition, and a dazzling display of pink attire.





Nonie Florenda



Geeia Marisse De Vera

ECHOES FROM THE PAST

We turned back time this Halloween with a dazzling display of popstar costumes. From classic legends to modern icons, our team brought the stage to life. A huge congratulations to Office 605 for winning the Office Decoration Contest with their fantastic 70s-80s theme, and to Nonie Florenda and Geeia Marisse De Vera for their incredible portrayals of Freddy Mercury and Britney Spears, respectively.





Maricris Dela cruz



Sheila Dela Cerna



Matthew Francisco



Lou Benedict Bangit

HAPPY BIRTHDAY!

Karen Acleta, Jaqueline Laurente, Joey Destreza, Francia Olfato, Danny Santos, Michell Sayas, Michael Sanchez, Geeia Marisse De Vera, Ralfh Gabriel, Mark Compahinay, Marvin Tomon, Eillen Vega, Nicole Alfaro



Francesca Beltran



John Paul Cacanindin



Anna Anderson



Eileen Vega

HAPPY DBOS ANNIVERSARY!

Gerard Betco, Sunshine Alisbo, Faye Lumabi, Athenie Ubias, Syvelle Serra



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NEED HELP?

HR & Recruitment	hr@dbos.com.au
IT	it@dbos.com.au
Operations	operations@dbos.com.au
Accounts	finance@dbos.com.au
Other Concerns	daphny.grumo@dbos.com.au

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